

# DIVISION OF ENTERPRISE TECHNOLOGY

## VISION, MISSION, AND GUIDING PRINCIPLES

### Vision

DET works to be the service provider of choice, exceeding customers' expectations and allowing state agencies to focus on their core business.

### Mission

DET delivers enterprise IT resources and services designed to optimize Wisconsin citizen interactions with state government.

### Guiding Principles

#### ***COLLABORATIVE***

Collaborative, interagency governance mechanisms steer the course of enterprise IT.

#### ***CUSTOMER-CENTRIC***

Enterprise IT is designed to address the needs of agency customers and will be measured accordingly.

#### ***SHARED SERVICES***

Shared services, with the cost-effectiveness and enhanced security they bring, define the state's current and future model of service delivery to agency customers.

#### ***INNOVATION***

Enterprise IT services should allow customers to focus their resources on innovation and continuous process improvement, in order to enhance government services for the benefit of state residents and employers.